HIGH

VFS-APT POC Design: POC Wireframes

Contract: 36C10B23D0027
TO Number: 36-21-0000#012
TMP: Veteran Facing Services - Digital Health Modernization (VFS-DHM)
Date: November 9, 2021

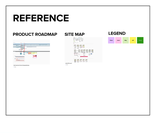
Epic / User Story: POC Design Create POC Design prototypes (low level of fidelity)
Deliverable: Design Prototype (low fidelity). 18 frames
Acceptance Criteria:
✔ POC and design hold engaged to deep dive current state of POC design, wireframes, and transition ownership to MD.
✔ UOC components, features, and UX prioritized building off of work done to date by design lead and VA gov Registry mobile app team.
✔ Design lead creates wireframes and prototypes for Medical, Finance, and Understand UX, incorporating feedback and design alignment efficiently (i.e., build to learn) (5 POC landing page (2 healthcare homepage, (3 B authenticated and (3 B2 non-authenticated top landing pages from sitemap including Pharmacy, Appointments, Messages, Health Records, Health Care, Health Supplies, Benefits, Claims, Payments)
✔ Feedback gathered during MPT POC & MVP weekly check-in and demo and captured in learning to be incorporated into mid-level of fidelity prototypes. **Multiple sessions** including workshop, feedback sessions, and esprit's reviews.

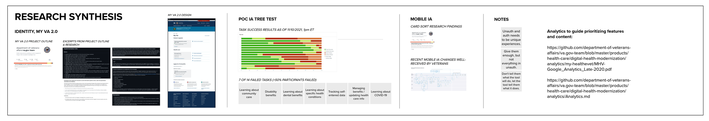
V0

Wireframes transitioned from VA gov head designer on TPB

V1

Synthesized and incorporated insights and opportunities outlined by VA gov Product Manager, Product Designer, and UX Lead, primarily conducted research (primary and secondary), and lit lost on TPB





V2

Brainstormed solutions to mature POC Design and address insights and opportunities outlined by:
- *WWW Make the (crucial) and sub-(important) (unique and reduce redundancy)*
- *WWW Where ?(ust the right level of detail) — and (5 with minimal page expansion?*
- *WWW design to support 'relevant action-understanding'*

V2 Feedback

Feedback provided by VA gov lead designer on Tuesday, Nov 9, 2021
- Must include information in (crucial)
- Sign in needs to be on landing page
- Sign in needs to be authenticated text results
- Design lead to produce more (alts) to design from solutions outlined in Site Map, Site Map, Product Roadmap, and discussion with VA product owner and design lead.

V3

Brainstormed solutions based on feedback provided by design lead, synthesizing on scope—guardrails on (crucial)
- Designed with bigger changes to IA, UX, and Content (crucial) (Sign & research results above)
- Included red diamonds

V3 Feedback

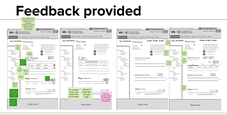
TBD:
- Partial concepts are welcome
- Design "Dashboard" (really: "Activity" doesn't mean they need to "Do" something — right now)
- Continue to support changes with data (desirability, feasibility, considerations in particular).

V4

- Designed one set of "radical concept" to be reviewed on 9/29.
- Design team needs a bit more context in certain areas (e.g., Appointments, Messages, Health Records) and approved decisions on structure.
- Ready to share with VA gov by Mon or Tue.
- Iterated from stakeholder workframes to UX + wireframes (Medical, Finance, Understand) — Medical is the most done, and they edge stakeholders (on UX to inform Medium Level of Fidelity Prototyping and UX Testing.

Low Fidelity UX and Wireframes

Medical

Low Fidelity UX and Wireframes	Things to test	Feedback provided
		
	Things to test: LAB RESULTS or RECORDS Things to test: LAB RESULTS or RECORDS or MEDICAL RECORDS	
	Things to test: DO YOU NEED HOME ACCESSIBILITY, INFORMATION ACCESS, & ACCESSIBILITY FOR MEDICAL RECORDS?	
	Things to test: LAB RESULTS or RECORDS	

Finance

Low Fidelity UX and Wireframes	Things to test	Feedback provided
	Things to test: Flexibility to choose Revenue numbers in or accordion or similar component	
	Things to test: Travel Pay in Copay and Travel Pay	

Understand

Low Fidelity UX and Wireframes	Things to test	Feedback provided
	Things to test: FINANCIAL ASSISTANCE VS. COPAY AND TRAVEL PAY	
	Things to test: SUPPORT VS. SELF AND RESOURCES	
	Things to test: SUPPORT VS. SELF AND RESOURCES	
	Things to test: KIOSK	

POC Landing Page

Low Fidelity UX and Wireframes	Things to test	Feedback provided
	Desirability, viability and feasibility of the concept Things to test: UNDERSTAND as a bucket for Resources and Information Drawing on Financial or Medical should it tell you to the extension page or should it just tell you what you can do	

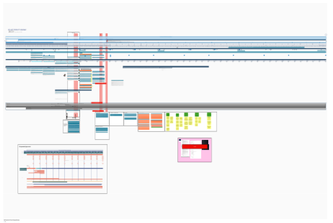
Next Steps for future Sprint Backlog
- Develop mid fidelity prototypes in Sketch using VA.gov design system.
- Develop user testing plan.
- Coordinate participants for reasearch and identify ways to speed along (e.g., hallway tests).
- Test prototypes with users and stakeholders to validate across the three lenses (desirability, viability, and feasibility).

HIGH

VFS-APT POC Design: Create product roadmap, owners aligned with user stories/issues.

Contract: 36C10B23D0027
TO Number: 36-21-0000#012
TMP: Veteran Facing Services - Digital Health Modernization (VFS-DHM)
Date: November 9, 2021

Epic / User Story: POC Design: Create product roadmap and backlog
Deliverable: Product Roadmap (current state) aligned with user stories/issues
Acceptance Criteria:
✔ Product Roadmap (current) Product Roadmap scheduled and connected with PO and capability leaders across broader MD team.
✔ Epics, components and features prioritized to drive team from vision to POC Design provided by VA PO.
✔ Reviewing scenarios contributed to turn prioritized activities into a visual Product Roadmap with assigned owners of artifacts.
✔ Product Roadmap (current) Product Roadmap developed, socialized, and approved by VA PO. Next aligned around roadmap and focus. **Ideally review cycle during demo or by end of Sprint (i.e., Tuesday 11/9).**
- **Product backlog is (initial) created including EPICS user stories and issues, acceptance criteria, and sizing to drive team to POC Design. Recommend working from (initial) backlog to hear administrative items (not (e.g., Mural) outlined at this stage in design process, or better, enabling team to focus.**

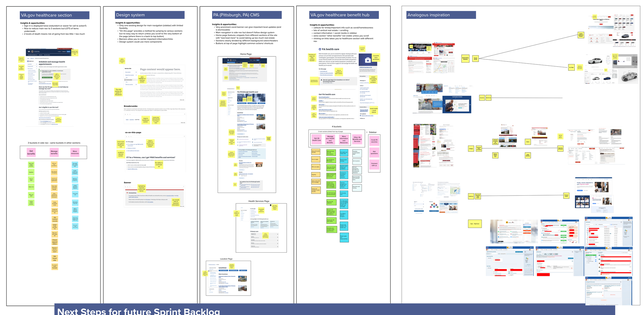


Next Steps for future Sprint Backlog
- Would definitely recommend meeting with Ryan Thurlwell in advance of that meeting to discuss ideas.

MEDIUM

VFS-APT POC Design: Discovery and exploration on navigation system

EPIC & User Story:
POC Design: Discovery and exploration on navigation system
Deliverable: Key insights and opportunities for navigation system captured in shareable artifact (e.g.Mural board).
Acceptance Criteria:
✔ Navigation system content reviewed (e.g., VA.gov healthcare section, navigation mural, design system, PA CMS, VA.gov healthcare benefit hub).
✔ Key insights and design opportunities captured in Mural board and shared with product team; insights and opportunities fed into backlog for mid-levelfidelity prototypes.



Next Steps for future Sprint Backlog
- Insights and opportunities considered in mid fidelity prototypes.
- Additional navigation exploration as required.
- Tee up decision on IA direction for now (Current State, VA.gov Apps Flagship Mobile App, MyVA, Site Map).

MEDIUM

POC Design: Collaboration Cycle -Product Definition Document

ACTION ITEM:
Meet with Ryan Thurlwell in advance of Collaboration Cycle meeting

EPIC & User Story:
POC Design: Collaboration Cycle -Product Definition Document
Deliverable: Product Definition Document reviewed, and suggestions and edits provided.
Acceptance Criteria:
✔ Product Definition Document reviewed, and actionable feedback provided from core and extended team members (capability SMEs).
✔ Feedback consolidated and Product Definition document evolved by VA PO.
- Impact on product roadmap including POC Design and MVP Design and Development determined and added to backlog for future consideration.
- VA PO engaged to determine owner and governance of Product Definition Document moving forward.

Product Brief ReadMe link

Product Definition Document reviewed, and actionable feedback provided. Feedback provided, consolidated and evolved by VA PO

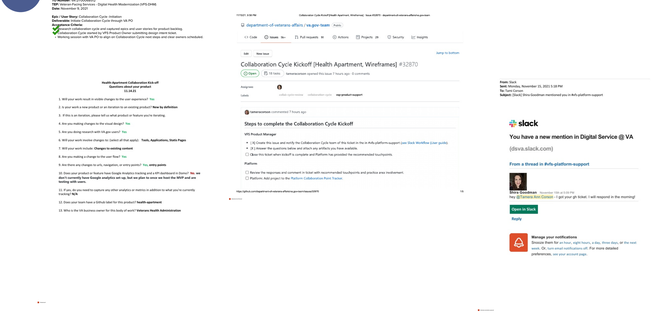
Next Steps for future Sprint Backlog
- Impact on product roadmap including POC Design and MVP Design and Development determined and added to backlog for future consideration.
- VA PO engaged to determine owner and governance of Product Definition Document moving forward.

MEDIUM

VFS-APT POC Design: Collaboration Cycle-Initiation

Contract: 36C10B23D0027
TO Number: 36-21-0000#012
TMP: Veteran Facing Services - Digital Health Modernization (VFS-DHM)
Date: November 9, 2021

Epic / User Story: Collaboration Cycle -Initiation
Deliverable: Collaboration Cycle initiated by VA PO
Acceptance Criteria:
✔ Collaboration Cycle and collected data and user stories for product backlog.
✔ Collaboration Cycle started by VFS-Product Owner submitting design intent ticket.
- Working session with VA PO to align on Collaboration Cycle next steps and clear owners scheduled.



Next Steps for future Sprint Backlog
- Add in all Collaboration Cycle steps into Product Backlog.
- Working session with VA PO to align on Collaboration Cycle next steps and clear owners scheduled.